



OFFICE OF THE
REGISTRAR

NATIONAL ELECTRIC POWER REGULATORY AUTHORITY
ISLAMIC REPUBLIC OF PAKISTAN
NEPRA Tower, Ataturk Avenue (East) G-5/1, Islamabad
Phone: 2013200, Fax: 2600026
Website: www.nepra.org.pk, Email: info@nepra.org.pk

No. NEPRA/DG (CAD)/TCD-10/ 37193-51

November 21, 2023

- 1) Chief Executive Officer, Faisalabad Electric Supply Company Ltd. (FESCO), Abdullahpur, Canal Bank Road, Faisalabad
- 2) Chief Executive Officer, Gujranwala Electric Power Company Ltd. 565/A, Model Town, G.T. Road, Gujranwala.
- 3) Chief Executive Officer, Hyderabad Electric Supply Co. Ltd. WAPDA Offices Complex, Hussainabad, Hyderabad.
- 4) Chief Executive Officer, Islamabad Electric Supply Co. Ltd. Street # 40, Sector G-7/4, Islamabad
- 5) Chief Executive Officer, Lahore Electric Supply Company Ltd. 22-A, Queens Road, Lahore
- 6) Chief Executive Officer, Multan Electric Power Co. Ltd. MEPCO Headquarter, Khanewal Road Multan.
- 7) Chief Executive Officer, Peshawar Electric Supply Company (PESCO), WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
- 8) Chief Executive Officer, Quetta Electric Supply Company Ltd. Zarghoon Road, Quetta.
- 9) Chief Executive Officer, Sukkur Electric Power Company Ltd. Administration Block, Thermal Power Station, Old Sukkur.
- 10) Chief Executive Officer, Tribal Areas Electricity Supply Company Limited (TESCO), Room No. 213, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar.
- 11) Chief Executive Officer, K-Electric Limited (KEL), KE House, Punjab Chowrangi, 39-B, Sunset Boulevard, Phase-II, Defence Housing Authority, Karachi

Subject: **AMMENDMENTS IN CONSUMER SERVICE MANUAL (CSM) - 2021**
MISC. 53/11/2023

Reference is made to the following:

- i) This offices' letter No. TCD 10/5920-2022 dated September 30, 2022 and relevant correspondence.
 - ii) Consultative Session held on November 17, 2022 at NEPRA Head Office, Islamabad.
 - iii) Consultative Session held on May 15, 2023 at NEPRA Head Office, Islamabad.
 - iv) Placement of draft amendments in CSM-2021 on NEPRA website.
2. The Authority has approved the following amendments in Consumer Service Manual (CSM) in accordance with provisions of NEPRA Act and other enabling rules and regulations.

Sr.#	Clause	Description
1	2.4.6 Amended	<u>If escalation in cost of material takes place within the time period required for installation of connection/ electrification, as the case may be then in such a case additional cost due to escalation, shall be paid by the applicant. No escalation charges shall be applicable if enhancement in rates of material take place after the lapse of time period given for installation of connection. Moreover, no escalation cost shall be charged to residential consumers upto 20 kW load and commercial consumers upto 15 kW load.</u>
2	2.6(7)(iii) Amended	<u>The consumers may be allowed extension of load above 5MW to 7.5MW from the DISCO's owned grid station subject to availability of load in the grid and capacity in the 11kV existing dedicated feeder. In such a case the consumer will bear 100% grid sharing charges including transmission line charges and 100% cost of land proportionate to load above 5MW to 7.5 MW.</u> <u>In addition, the cost for meeting the technical parameters, shall be borne by the consumer.</u>

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3	2.6 (Note)(i) Amended	DISCO may grant connection to an applicant from the existing Dedicated Distribution System (DDS), provided that it is technically feasible and the prospective consumer has obtained no objection certificate from the owner of the DDS. <u>In such case the entire group/ consumers will be responsible for repair/ rehabilitation in proportion to their load on cost deposit basis.</u>
4	2.6 (Note)(xv) New	<u>Special bank account for Grid sharing charges</u> DISCO shall maintain a separate bank account for the Grid sharing charges. The amount so received shall be mentioned in the tariff petition.
5	2.6 (Note)(xvi) New	<u>Special bank account for rehabilitation charges.</u> DISCO shall maintain a separate bank account for the Rehabilitation charges. The amount so received shall be mentioned in the tariff petition.
6	2.6 (Note)(xvii) New	<u>Special Economic Zones (SEZs):</u> The consumers located inside the Special Economic Zones (SEZ) do not require construction of a separate grid station and shall be fed from the dedicated / sponsored grid station of the SEZ subject to availability of load and NOC by the SEZ.
7	2.7.2(a) Amended	DISCO shall provide option of execution of electrification work to the sponsor/ applicant for Housing Scheme/Society/ Colony Commercial Plaza/High Rise building/Multi-storey Building <u>and industrial applicants.</u> <u>The Sponsor shall have option to submit electrification design book (prepared by the consultant duly registered with Pakistan Engineering Council) or may opt for preparation of electrification design book through DISCO. In such a case the DISCO shall charge 2% of the cost of electrification as fee for preparation of design book. However, the upper cap to charge the fee will be rupees two (02) million.</u>
8	2.7.2(b) Amended	Electrification work should be carried out as per design and specification of DISCO through contractors registered with DISCOs or Pakistan Engineering Council (PEC) with respective codes. The contractor must possess expertise of the relevant work.
9	2.7.2(i) Amended	Sponsor is required to pay to DISCO an amount equal to 25% (without taxes) of capital cost/ connection charges estimate as security in the form of bank guarantee/pay-order; which shall be returned by DISCO upon completion of electrification work of the scheme. <u>However, the bank guarantee/pay order is not required in case of industrial connections. Further, in case of sponsorship by Govt. civic agency such as Capital Development Authority (CDA), Karachi Development Authority (KDA), Lahore Development Authority (LDA) etc the DISCO shall provide option to the sponsor for mortgage of plots/ property equivalent to the value of 25% (without taxes) of capital cost / connection charges instead of bank guarantee/ pay order.</u>
10	2.7.2(l) New	The sponsor shall submit test report issued by the concerned Electric Inspector/ authorized wiring contractor prior to energization.
11	2.7.5 New	DISCO shall provide option to the applicant for execution of 11 kV source feeder line from the grid station to the premises subject to fulfillment of all the requirements envisaged in Clause 2.7.2. The 11 kV source feeder line shall be connected with the grid station under the supervision of DISCO. The applicant/ sponsor shall be responsible for provision of NOC/ ROW from respective civic agency for the purpose of execution of 11 kV source feeder line.

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12	2.8.1(b) Amended	<p>INDUSTRIAL CONNECTIONS</p> <p>DISCO shall allow more than one industrial connection at the same premises subject to the following:</p> <p>(b) Having same tariff category. However, different tariff category connections may be allowed subject to satisfaction of DISCO that no misuse of tariff shall take place. <u>Further, a separate single phase connection shall be provided on the request of applicant/ consumer under commercial tariff for office load/light load. In case of disconnection of the industrial connection, the connection provided for office shall remain intact.</u></p>
13	2.10.1 Amended	<p>Note: The sanctioning officers are also competent to process and sanction cases for change of name, extension of load, reduction of load, change of tariff as per procedure laid down below at clause 2.13 to 2.15 of this manual.</p> <p><u>Further, the sanctioning officers are also competent to process and sanction the cases of housing schemes/high rise buildings as per their competency regardless of the cost estimate.</u></p>
14	2.12.2(e) Amended	<p>Shifting of connection</p> <p>(e) The applicant shall make payment through Demand Notice as under:</p> <ol style="list-style-type: none"> Shifting and installation charges @ 10 % of actual cost of material (<u>at prevailing rates</u>) to be shifted at new site. Cost of extra/new material required for provision of connection at new site including 12% Store handling charges/Store issue rate 8% of the new/extra material cost as installation charges.
15	2.12.4 Amended	<p>Sanctioning officer for shifting of connections:</p> <p>The competent officer for shifting of connection will be the same (connection sanctioning Authority) if new site falls within his/her jurisdiction. For connection categories -I to III (load upto 500kW) shifting of connection from circle to circle may be approved by GM (Technical). For connection categories IV & V (above 500kW load upto 5000kW & all loads at 66KV and above) CEO will be the competent authority.</p>
16	2.12.6 New	The procedure for shifting of net-metering facility/ connections shall also be same as provided for other connections.
17	2.13.3 New	The time period for change of name shall be within ten days after completion of all requirements by the applicant.
18	2.13.4 New	<p>Change of name</p> <p>The procedure for change of name of net-metering connections shall also be same as provided for other connections. However, the consumer shall apply for change of name for the distributed generation license.</p>
19	2.14.1 New	<p>The premises where static/ digital meters are installed having load up to 8kW; the meter readers will record current month's MDI and notices will be issued on electricity bills in case of unauthorized extension of load. Notice in this regard shall be issued through electricity bills to notify the consumer for regularization of load.</p> <p>In case the consumer does not respond, the security deposit shall be recovered through electricity bills in three to six (3 to 6) installments as per Clause 5.2.3 of CSM and load will be extended automatically.</p> <p>In case load of single phase meter approaches 5 kW, a notice shall be issued to the consumer for extension of load and accordingly ToU meter shall be installed.</p>
20	2.14.2 New	<p>Extension of load / reduction of load</p> <p>The procedure for extension of load /reduction of load of net-metering connections shall also be same as provided for other connections. Reduction of load may be applied for any lower limit as per the test report.</p>

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21	2.15.1 New	<p>Change of tariff</p> <p>The time period for change of tariff shall be within ten days after completion of all requirements by the applicant. After ten days, the bill shall be charged to the consumers on pro-rata basis for the relevant tariff.</p>
22	2.16 New	<p>Shifting of material from DISCO to DISCO</p> <p>In case a consumer requests for shifting/relocation of equipment (Panel, transformers, switch gear etc.) installed in one DISCO (Host DISCO) to another DISCO (inter DISCO shifting) due to discontinuation of the connection, extension or reduction of load in the Host DISCO; the same shall be allowed for installation in the other DISCO against a new connection or for extension of load etc for the same consumer subject to following:</p> <ol style="list-style-type: none"> Host DISCO shall charge 2% of the cost of material at prevailing rate in respect of dismantling / removal of equipment (Panel, transformers, switch gear etc.) Consumer shall bear transportation/ carriage charges as per actual. The equipment (Panel, transformers, switch gear etc.) shall be transported through the DISCO without handing over to the consumer. 8 % charges of the cost of material at prevailing rate shall be charged by other DISCO for installation/ commissioning of the equipment at the new site. Upon installation of equipment (Panel, transformers, switch gear etc.), at new site, the same shall be tested / verified/inspected by the concerned departments of the DISCO.
23	3.1.6 New	<p>Shifting of Distribution Line / Pole / Transformer etc</p> <p>The applicant shall make payment through Demand Notice as under:</p> <ol style="list-style-type: none"> Shifting and installation charges @ 10 % of cost of material (at prevailing rates) to be shifted at new site. Cost of extra/new material required for shifting of distribution facility at the new site/ place including 12% Store handling charges/Store issue rate. 8% of the new/extra material cost as installation charges.
24	4.3.1(d) New	<p>In case of defectiveness of net metering, the exported units shall be credited on average basis, i.e. 100% of the units exported in the same month of previous year or average of the last eleven (11) months whichever is higher for a maximum period of two months.</p> <p>The defective meter shall be replaced immediately but not later than two (2) billing cycles. Actual units exported/ Imported shall be retrieved through data downloading and account of the consumer shall be overhauled on the basis of data downloading report.</p>
25	7.5.3 Amended	<p>If any consumer uses higher MDI i.e. B-1 consumer uses load above 25 kW, the DISCO (DISCO to insert its name) shall immediately issue notice for change of tariff to B-2, however, charging of difference of tariff or power factor penalty shall not be more than six (6) months, retrospectively. Similarly, if a consumer having load less than 5 kW uses higher load; especially in the cases where fixed charges are applicable. The DISCO (DISCO to insert its name) shall issue notice for extension of load and shall extend the load after completion of codal formalities and in such case fixed charges/power factor penalty wherever applicable shall not be raised for more than six (6) months, retrospectively. However, these charges may be raised within one year and after one year no claim shall be legal.</p> <p>Further, if due to any reason the charges i.e. multiplying factor, tariff differential, power factor penalty, application of correct tariff category etc., have been skipped by DISCO; the difference of these charges can be raised within one year for maximum period of 06 months, retrospectively. The bill so issued shall be called supplementary bill and shall contain all details i.e. reason, amount, period of charging, taxes etc.</p>
26	8.3.3 Amended	<p>That no re-connection fee shall be charged if the consumer applies for re-connection within seven (7) days after the expiry of disconnection period. DISCO shall reconnect / restore the electricity supply within four (4) working days after completion of codal formalities. In such case the consumer shall submit a fresh test report.</p>

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27	8.3.5 New	<p>In case of temporary disconnection (physically disconnecting cables/ jumpers etc.), the material installed shall remain intact at the premises, however the consumer shall be responsible for safe custody of the material/ equipment. The concerned SDO shall ensure no illegal use of electricity supply at the premises.</p> <p>DISCO shall disconnect the electricity supply within four (4) working days after receipt of written temporary disconnection request from the consumer.</p> <p>In case consumer requests (in writing) for removal of material from the premises, the equipment shall be removed by DISCO and in such a case safe custody of the material shall be responsibility of DISCO. However, in such case, removal and re-installation charges @ of 10% of the cost of material (at prevailing rates) shall be paid by the consumer through Demand Notice.</p> <p>The concerned Revenue officer shall ensure feeding of temporary disconnection (T-Disc) code on the electricity bills.</p>																																	
28	9.2.5 New	Theft detection bills shall be issued separately, showing details i.e. reasons, No. of units, amount, period of detection bill, taxes. The DISCO shall separately maintain record of theft detection bills issued and payments made by the consumers.																																	
29	Annexure-VI Amended	<p>Load assessment criteria for housing society, high rise buildings, commercial plazas, multi-storey buildings etc.</p> <table border="1" data-bbox="662 784 1260 1534"> <thead> <tr> <th rowspan="2">Description</th> <th>Square Yard</th> <th>Load Assessment</th> </tr> </thead> <tbody> <tr> <td rowspan="10">Individual Houses in Housing schemes</td> <td>Upto 75</td> <td>3.15 kW</td> </tr> <tr> <td>Above 75 – upto 125</td> <td>5.0 kW</td> </tr> <tr> <td>Above 125 upto 200</td> <td>5.70 kW</td> </tr> <tr> <td>Above 200 upto 250</td> <td>6.60 kW</td> </tr> <tr> <td>Above 250 upto 300</td> <td>7.45 kW</td> </tr> <tr> <td>Above 300 upto 350</td> <td>8.75 kW</td> </tr> <tr> <td>Above 350 upto 400</td> <td>9.5 kW</td> </tr> <tr> <td>Above 400 upto 500</td> <td>10.61 kW</td> </tr> <tr> <td>Above 500 upto 600</td> <td>13 kW</td> </tr> <tr> <td>Above 600 upto 1000</td> <td>17.74 kW</td> </tr> </tbody> </table> <p>Apartments:</p> <table border="1" data-bbox="454 1556 1436 1769"> <thead> <tr> <th>Area</th> <th>Urban / Upper Areas</th> <th>Rural / Lower Areas</th> </tr> </thead> <tbody> <tr> <td>Upto 700 Sq. ft</td> <td>125 w / 100 Sq.ft + 50% flats with 1 AC of 1.5 kW</td> <td>100 w / 100 Sq. ft with 25% flats with 1 AC of 1.5 kW</td> </tr> <tr> <td>701-900 Sq. ft</td> <td>150 w / 100 Sq.ft + 50% flats with 1 AC of 1.5 kW</td> <td>125 w / 100 Sq. ft with 25% flats with 1 AC of 1.5 kW</td> </tr> </tbody> </table> <p>Note (I) at the end of Annexure-VI Installation of transformer shall be proposed at 80% of the name plate capacity which includes transformer loading position and power factor. For example, in case of 80kW load a transformer of 100 kVA will be installed.</p> <p>Note (III) at the end of Annexure-VI</p>	Description	Square Yard	Load Assessment	Individual Houses in Housing schemes	Upto 75	3.15 kW	Above 75 – upto 125	5.0 kW	Above 125 upto 200	5.70 kW	Above 200 upto 250	6.60 kW	Above 250 upto 300	7.45 kW	Above 300 upto 350	8.75 kW	Above 350 upto 400	9.5 kW	Above 400 upto 500	10.61 kW	Above 500 upto 600	13 kW	Above 600 upto 1000	17.74 kW	Area	Urban / Upper Areas	Rural / Lower Areas	Upto 700 Sq. ft	125 w / 100 Sq.ft + 50% flats with 1 AC of 1.5 kW	100 w / 100 Sq. ft with 25% flats with 1 AC of 1.5 kW	701-900 Sq. ft	150 w / 100 Sq.ft + 50% flats with 1 AC of 1.5 kW	125 w / 100 Sq. ft with 25% flats with 1 AC of 1.5 kW
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ADJACENT HOUSING SCHEMES/ SOCIETIES MULTISTORY BUILDINGS

Adjacent Housing Schemes/ societies multistory buildings etc., belonging to the same owner/ party/ sponsor, shall be treated in totality for assessment of ultimate load demand, however, if there is a gap of two years in approvals of LOP / Map of the schemes by civic agency and approval of electrification by DISCO, then such schemes will be treated separately for assessment of load. Further, in case of extension of any housing scheme/ buildings, the earlier assessed load shall be considered final and the additional load will be clubbed with the already approved load.

3. All DISCOs including K-Electric are directed to implement the above amendments in true letter and spirit with immediate effect. These amendments will be incorporated in CSM shortly. Further, the DISCOs and K-Electric are directed to place the above amendments at their websites alongwith the Consumer Service Manual.

Director	MIRAD
CEA	
CEO	
SM & AD	
SE (lev)	
SE (Tech)	
SE (C/S)	
SE (Opn)	
SE (Tech)	
CEO	
CEA	
Director	
SE/PO/NER	

(Signature)
 (Haris Khan)
 Deputy Director

Copy to:

- 1) Chief Engineer / Customer Services Director, Faisalabad Electric Supply Company Ltd.(FESCO) Abdullahpur, Canal Bank Road, Faisalabad
- 2) Chief Engineer / Customer Services Director, Hyderabad Electric Supply Co. Ltd (HESCO). WAPDA Offices Complex, Hussainabad, Hyderabad.
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- 10) Chief Engineer / Customer Services Director, Tribal Areas Electricity Supply Company Limited (TESCO), Room No. 213, 1st Floor, WAPDA House, Shami Road, Sakhi Chashma, Peshawar
- 11) Mr. M. Imran Hussain Qureshi, Chief Regulatory Affairs Officer & Govt. Relations Officer, K-Electric Limited Office, 56 A, Street No. 88, G-6/3, Islamabad.

Additional 28/11/23
Please Directly
28/11/23

Chief Commercial Officer	
Chief Engineer (Planning)	12) Chief Engineer (Planning), Islamabad Electric Supply Company (IESCO), Islamabad.
Chief Engineer (Planning)	13) Chief Engineer (Planning), Faisalabad Electric Supply Company Limited (FESCO), Faisalabad.
Chief Engineer (Planning)	14) Chief Engineer (Planning), Gujranwala Electric Power Company Limited (GEPCO), Gujranwala.
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Chief Engineer (Planning)	18) Chief Engineer (Planning), Hyderabad Electric Supply Company Limited (HESCO), Hyderabad.
Charge PCC	
Charge PMCU	

- 19) Chief Engineer (Planning), Quetta Electric Supply Company Limited (QESCO), Quetta.
- 20) Chief Engineer (Planning), Sukkur Electric Power Company Limited (SEPCO), Sukkur.
- 21) Chief Engineer (Planning), Tribal Electric Supply Company Limited (TESCO), Peshawar.
- 22) Director General (MIRAD), Islamabad Electric Supply Company (IESCO), Islamabad.
- 23) Director General (MIRAD), Faisalabad Electric Supply Company Limited (FESCO), Faisalabad.
- 24) Director General (MIRAD), Gujranwala Electric Power Company Limited (GEPCO), Gujranwala.
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- 30) Director General (MIRAD), Sukkur Electric Power Company Limited (SEPCO), Sukkur.
- 31) Director General (MIRAD), Tribal Electric Supply Company Limited (TESCO), Peshawar.
- 32) Electric Inspector/ Provincial Office of Inspection, Karachi Region-1, Govt. of Sindh, Mechanical & Soil Laboratory, Irrigation Building, Adjacent to City PAF Chapter, Main Shaheed-e-Millat Road, Baloch Colony, Karachi.
- 33) Electric Inspector/Provincial Office of Inspection, Karachi Region-II, Govt. of Sindh, Plot No. St. 2, Block N, North Nazimabad, Near Sarina Mobile Market, Main Sakhi Hassan, Korangi Karachi.
- 34) Electric Inspector/ Provincial Office of Inspection, Multan Region, 569 G, Shah Rukn-e-Aalam Scheme, Phase-II, Multan.
- 35) Electric Inspector/ Provincial Office of Inspection, Gujranwala Region, Energy Department, Government of Punjab, Munir Chowk, Near Kachehri Road, Gujranwala.
- 36) Electric Inspector/Provincial Office of Inspection (POI), Faisalabad Region, Opposite Commissioner Office, D.C.G Road, Civil Lines, Faisalabad.
- 37) Electric Inspector/Provincial Office of Inspection, Energy Department, Government of Punjab, Lahore Region, Block No.1, Canal Offices, Mustafabad, Lahore.
- 38) Electric Inspector/ Provincial Office of Inspection, Abbotabad Region, CB-81, Iqbal Road, Supply Bazar, Abbotabad.
- 39) Electric Inspector/ Provincial Office of Inspection, House No. 149, Sector B, Phase-1, Bannu Township, Bannu.
- 40) Electric Inspector/ Provincial Office of Inspection, Regional Office, Sawat Shahi Mohallah, Saidu Sharif, Near Saidu Sharif Science College, Sawat.
- 41) Electric Inspector/ Rawalpindi/Islamabad Region, Rawal Dam Colony, Park Road, Islamabad.
- 42) Electric Inspector/ Provincial Office of Inspection, Larkana Region, Room NO.13&14, Kennedy, Market, Larkana (Sindh).
- 43) Electric Inspector/Irrigation Scarp Colony, Military Road, Sukkur.
- 44) Electric Inspector. Mirpurkhas Region, H. No. 1017, Nawab Colony, Mirpurkhas (Sindh).
- 45) Electric Inspector/Civil Line Banglow No.48-B, Opposite Income Tax Office, Hyderabad.
- 46) Electric Inspector/Benevolent Fund Building, Third Floor, Johns Bakers, Peshawar Cantt.
- 47) Electric Inspector/Tehsil Road, Near Police Station, Nowshera Kalan, Nowshera (KPK).

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